

BURTON LATIMER MEDICAL CENTRE

Local Patient Participation Report

MARCH 2014

A description of the profile of the members of the PPG:

The current PPG membership in the main reflects a large proportion of the practice patient population. The majority of patients; 37% are over 50, with the next largest percentage of 35% in the 0-29 age group. Many attempts have been made to attract members from the younger age range, but there has not been any interest, presumably due to work or childcare commitments. We hold our meetings in the evening at the members' request. The group has been in place now for many years, and the numbers have fluctuated during that time. The group however has worked very well with the practice to achieve many changes, perhaps because the numbers are small. In addition, all patients are able to participate via the practice website where the patient group has its own page.

There are currently 8 PRG members within the group. There are 4 male and 4 female representatives. The members did not wish for their ages to be published, but all are believed to be in the 50+ age group.

A description of what steps the Practice has taken to encourage new membership

Through members of the group, the practice has advertised for new members through the local council newsletters and notice boards on a regular basis.

The practice also promotes the group on the practice website and through posters in the surgery waiting room. A patient newsletter is produced on a quarterly basis which includes invitations to join the group.

In an attempt to attract members from the younger age group and to see that children's needs were represented, the health visitors attached to the practice were asked to encourage young mums to join, but were unable to find anyone that was willing to do so, mainly because of childcare issues.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The practice put a suggestion to the group that we survey on a different theme each time, split into three categories; Access – Clinical Care - General Services. This year was the third year of that list and therefore focused on general services.

One of the group members compiled a set of questions following discussion in the group, and circulated for comment. After some amendments, the survey was created. The members of the PPG devised a rota for them to come to the surgery and its branch to hand out surveys to patients and to assist with completion where necessary. A member of practice staff was also dedicated to assisting with the completion of the remaining survey forms. Patients of all ages were invited to complete a survey.

The completed surveys (203) were returned to the member of the PPG who had offered to undertake the analysis, and she wrote the associated report and recommendations which was shared with the remaining members of the group.

How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The practice received an analysis of the local patient survey which highlighted where there was satisfaction, and where there may be room for improvement. Recommendations were included in the report produced by the PPG.

This information was used by the group to agree what actions could be taken to make improvements in line with the outcomes of the survey and to celebrate the high rates of satisfaction. The results were discussed in detail at a meeting in February.

A description of the Practice survey

Patients were asked a total of 11 questions, some of which had supplementary questions also. The area's covered were: 1) Telephones, 2) Reception, 3) Confidentiality, 4) Information, 5) General, 6) Trial of open surgery, 7) Service overall, 8) A&E attendances, 9) Recommendation, 10) Improvement suggestions and 11) Other comments.

The Practice received a very positive response with high satisfaction in most areas. There were a much higher number of positive comments than negative. Comments were received on individuals, with very few negative comments.

The PRG have identified the following priorities:

- Notifying patients when a clinician is running late
- Improving speed of answering calls at 8am.
- Fewer patient leaflets and notices – group subjects together

A description of the Practice opening hours:

The Practice is open Monday 08:00 – 19.30, Tuesday 07:30 – 19:00 Wednesday – Friday 08:00 – 18.30 and Saturday 08.00 – 10.15. These times include extended opening hours.

The branch surgery at Finedon is open every morning 08:30 – 12:30 and until 16:30 on a Monday

Patients can make appointments by telephoning or calling in to the practice to make an appointment. The Practice also offers online facilities, to enable patients to book and cancel appointments and request repeat prescription requests via its secure website.